



BellSouth Telecommunications, Inc.  
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RECEIVED  
01 SEP 7 10:04 AM '01  
Joelle J. Phillips  
Attorney

September 7, 2001

615 214 6311  
Fax 615 214 7406

**VIA HAND DELIVERY**

Mr. David Waddell, Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Re: *Second Complaint of Discount Communications, Inc. Against BellSouth Telecommunications, Inc.*  
Docket No. 00-01151

Dear Mr. Waddell:

Enclosed please find the original and thirteen copies of a letter addressed to the Honorable Richard Collier, regarding the issues raised in a conference call between the parties on Friday, September 7, 2001. Copies are being provided to counsel of record.

Cordially,

Joelle Phillips

JP/jej

Enclosure

cc: Henry Walker, Esquire  
Vance Broemel, Esquire

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**VIA HAND DELIVERY**

The Honorable Richard Collier, Hearing Officer  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Re: *Second Complaint of Discount Communications, Inc. Against BellSouth Telecommunications, Inc.*  
Docket No. 00-01151

Dear Mr. Collier:

This will address the issues raised by the TRA Staff during our conference call this morning on the above-referenced Discount matter.

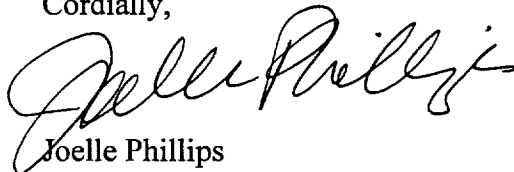
1. Attached is a revised copy of BellSouth's proposed notification letter to former customers of Discount Communications, Inc. Item 3 has been revised to include the charge for local Directory Assistance Calls.
2. The notification letter directs former Discount customers to contact BellSouth at a telephone number provided in the letter. The contact telephone number provided in the notification letter will be the same as for any BellSouth residential customer who calls with questions regarding their BellSouth service. While BellSouth will provide a dedicated group of representatives to handle the conversion and the mailing of the notice letters, BellSouth does not intend to dedicate a special group to handle these calls from former Discount customers due to both administrative problems in managing such a system as well as costs to BellSouth associated with such a system. In order to ensure that the service representative handling the calls does so in accordance with the proper procedures, each former Discount customer's account will be marked during the conversion process with an indication that special procedures apply to this account. All service representatives will have ready access to those procedures. We are confident that this arrangement will provide prompt knowledgeable service to all BellSouth customers, including these former Discount customers. As previously indicated, BellSouth is already

giving special consideration to these customers, i.e., no charge for changing service providers, continued service without normal account verification and applicable deposit, and liberal payment arrangements for any past due amounts from other accounts. BellSouth cannot agree to absorb the additional expense that would be required to create a dedicated group to provide more special treatment of these customers. We believe that the steps outlined above are more than adequate to handle these calls.

3. As indicated during the conference call, BellSouth agrees to provide the Staff with a status report on these former Discount customers within 75 days after the effective date of an order from the Hearing Officer permitting BellSouth to change the service provider on these accounts.
4. With regard to any outstanding undisputed charges for unregulated service, BellSouth will not disconnect local exchange telephone service for refusal to pay these amounts or to pay a deposit related to these amounts. However, normal collection procedures will apply as with any existing BellSouth customer, and access to non-regulated services may be blocked. Again, this process represents a special treatment for former Discount customers, given that BellSouth would not ordinarily commence providing service to any other new customer without a deposit, if required due to an outstanding balance. In the case of former Discount customers, they will already have service from BellSouth and will be allowed to keep the service even if they refuse to address these outstanding amounts.

We trust that this response addresses the Staff's concerns. Please contact me or Paul Stinson at (615) 214-3839 if there are any additional questions.

Cordially,



Joelle Phillips

JP/jej

Enclosure

cc: Henry Walker, Esquire  
Vance Broemel, Esquire

**IMPORTANT NOTICE ABOUT YOUR TELEPHONE SERVICE**  
**PLEASE READ CAREFULLY**

Effective (date) under an Order from the Tennessee Regulatory Authority in Docket 00-001151, your local telephone service has been switched from ATM/Discount Communications, Inc., to BellSouth. This letter will provide more information about this change.

First, you are not required to keep you local telephone service from BellSouth. You may choose any other local service provider in your area by contacting that provider directly, or you may simply disconnect your BellSouth service by calling yyy-yyyy. Unless you take some action, BellSouth will continue to provide your local telephone service.

Second, if you wish to continue your service with BellSouth, you must call ~~zzz-zzzz~~ within 30 days to verify your account information with us. In addition, we will need your Social Security Number, Driver's License number, or employment information for our records.

Finally, if you were receiving Lifeline service from ATM Discount Communications, Inc., you must also provide documentation of your eligibility to BellSouth in order to maintain your Lifeline service. If you think that you may qualify for Lifeline service from BellSouth after reading this information, or if you have any questions about Lifeline service, contact us at ~~zzz-zzzz~~.

The following information also applies to your local BellSouth telephone service:

1. You may not be able to dial certain telephone numbers, such as "900", "976", or N11 numbers. This restriction will not affect your ability to place long distance calls or Directory Assistance calls. Contact BellSouth if you wish to remove this restriction.
2. BellSouth's tariffs will determine the rates, terms and conditions for your BellSouth service. The rates charged by ATM/Discount Communications, Inc., will no longer apply.
3. Under BellSouth's tariffs, you are allowed six (6) local Directory Assistance calls per month at no charge. A charge of \$0.29 will apply for each additional local Directory Assistance call made during the month.
4. If you or someone living with you is unable to use a telephone directory or is 65 years old or older, an exemption from all charges for local Directory Assistance calls may be available. Please contact BellSouth for more information.

We are glad to provide your local telephone service.